

State of Montana Information Technology Manager's Council
Minutes
August 2, 2017
8:30 AM
Capitol Building, Room 152

Members Present:

Ron Baldwin – State CIO/SITSD
Kreh Germaine, DNRC – Chair
Angie Riley, PERS
Sky Foster, AGR
Tim Bottenfield, DOR
Stacy Ripple, MSF
Manuel Soto, OPI
Eric Tarr, DLI
John Noble, TRS
Chris Gleason – DPHHS Designee

☞ Jay Armstrong, FWP
☞ Kyle Belcher, OPD
☞ Kristin Burgoyne, MAC
☞ Glynis Gibson, SAO
☞ Dale Gow, LEG
☞ Mandi Hinman, PSC
☞ Matt Jackson, GOV
☞ Jerry Kozak, BCC
☞ Edwina Morrison, CHE
☞ Rennan Rieke, MHS

Staff Present: Wendy Jackson, Jennifer Schofield, Sarah Mitchell

Guests Present: Lynne Pizzini, Travis Kepley, Chris Hope, Jody Troupe, Don Harris, Irv Vavruska, Matt Van Syckle, Jerry Marks, Veronica Lamka, Joe Frohlich, Audrey Hinman, Judy Kelly, Christie McDowell, Beki Kolenberg, Kevin Kauska, Bryan Shaw, Cheryl Pesta, Sarah Garcia, Sky Schaefer, Linda Kirkland, Maria Orms, Tami Gunlock, Tom Marino, Dustin Ostberg, Adam Kopezuk

☞ **Real-time Communication:** Andrea Keno, Tim Kosena, John Levick, Cyndie Lockett, Sarah Bartow, Wess Benson, Sean Rivera, Mike Cochrane, Sarah Garcia, Dana Corson, Edward Sivils, Maryann Costello, Beth Stephenson, Danny Straw, David Swenson, Dawn Temple, Greg Thomas, Kimberly Warren, Channah Wells, Randy Haefka, Hunter McClure, Darrin McLean, Tom Murphy, Mike Murray, Cindy Nelson, Hannah Nishek, Jessica Plunkett, Michael Damiano, Rawlin Richardson, Dave Danicich, Zach Day, Phillip English, Dave Johnson, Erica Johnston, Anne Kane, Michael Jares, Josh Rutledge

Welcome

Kreh Germaine welcomed the council to the August 2, 2017 Information Technology Managers Council (ITMC) meeting. All members and guests were introduced.

Mr. Germaine reviewed changes to the ITMC Chair and Vice Chair positions. Mr. Germaine has assumed the role as Chair, and Angie Riley will serve as Vice Chair. Mr. Germaine recognized Sky Foster's role as ITMC Chair and stated appreciation for Mr. Foster's service to the Information Technology (IT) community for the State of Montana and his steady leadership of the ITMC thorough a tumultuous legislative session. Mr. Foster was presented an award demonstrating the Council's appreciation of his service.

Minutes

Motion: Tim Bottenfield made a motion to approve the June 17, 2017 ITMC minutes. Mr. Foster seconded the motion. Motion carried.

State Chief Information Officer (CIO) Update

Ron Baldwin provided a brief review of the Government IT Conference, which will be co-hosted by Carroll College. The conference will be held on the Carroll College campus in May 2018. Jennifer Schofield is working in coordination with Carrol College to plan this event. The Montana Government IT Conference Steering Committee and the ITMC Executive Council will meet the week of August 7, 2017 to review agenda items and scheduling for the conference. Any questions regarding this conference should be directed to Ms. Schofield at jschofield@mt.gov.

Mr. Baldwin noted IT Convergence is ahead of schedule. Convergence of the Montana Department of Transportation (MDT) is in the final stages and is scheduled for completion by the week of August 21, 2017.

Full convergence is projected to be complete by November 2017.

Mr. Baldwin stated conversations are being held with several governmental entities, organizations, and for-profit institutes interested in utilizing data center services. As agency's complete convergence, legacy equipment ready to be sunsetted should be migrated off and out of the data center as soon as possible. Any equipment with residual value can be repurposed. Questions regarding this topic should be directed to Matt Van Syckle at mvansyckle@mt.gov.

Mr. Baldwin reviewed the Project Management Policy. The State of Montana Project Management Advisory Workgroup (SMPMAW) has provided constructive input regarding this policy which was discussed at length during the July 19, 2017 SMPMAW meeting. This Project Management Policy will guide State of Montana project managers in future projects.

Mr. Baldwin stated conversations have been held with agency CIO's regarding network scanning and how SITSD will proceed with this. Network scanning will be fully considered through the governance of the Montana Information Security Council (MT-ISAC) and the Best Practices Workgroup to address network scanning logistics. Individuals interested in participating in the Best Practices Workgroup should contact Joe Frohlich at jfrohlich@mt.gov.

Mr. Baldwin discussed circuit passthroughs. Conversations regarding circuit passthroughs will be held in collaboration with agencies as this process is revised. This will ensure the network is designed and built in the most holistic way possible. In addition, this approach will allow State Information Technology Services Division (SITSD) to leverage the volume buy to modernize and expand the network in an enterprise fashion. Wide Area Network (WAN) circuit passthrough updates will be provided in future ITMC meetings to provide full transparency.

Mr. Baldwin introduced Don Harris as the new lawyer for SITSD.

Action Item: CIO Support Staff will add the WAN Circuit Passthrough update as a standing item to the ITMC agenda.

Business

Strategic Plan/Agency IT Plans

Mr. Baldwin reviewed timelines for the State Strategic and Agency IT plans. Statutes have been reviewed to establish timelines and ensure adherence to compliance standards. A schedule has been developed to provide agencies an overview of these timelines. This schedule is posted on the ITMC website at

<http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>. Mr. Baldwin stated the intent of this timeline is to allow agencies ample time to weigh-in on templates and develop content for the State Strategic Plan and Agency IT Plans.

Action Item: Mr. Baldwin will submit a draft template for Agency IT Plans to the ITMC for consideration and feedback in September 2017.

Action Item: Mr. Baldwin will present a draft of the State Strategic Plan to the ITMC for review and comment in October 2017.

Action Item: Mr. Baldwin will present a template and instructions for the Agency IT Plans in October 2017.

Action Item: Mr. Baldwin will present a draft of the State Strategic Plan to the Information Technology Board (ITB) in December 2017.

Once the 2018 State Strategic Plan has been reviewed and approved by the ITB, it will then be sent to the Governor for his review and approval. The final plan will be approved by the Governor in March 2018. Agency IT Plans and IT Reports will be due to SITSD in March 2018 for review and approval by the State CIO. Questions or concerns regarding the timelines for the State Strategic and Agency IT plans should be submitted to Ms. Schofield at jschofield@mt.gov.

State Information Technology Services Division (SITSD) Service Portal Demo

Audrey Hinman presented an overview of the SITSD Service Portal Demo. SITSD has two customer dedicated portals, the SITSD Services Portal and the SITSD Service Catalog. These portals can be located at sitsdcatalog.mt.gov. The SITSD Services Portal is where all eGovernment services or applications will be stored and is located at sitsdservices.gov. The Services Portal includes a link to the Information Technology Procurement Request (ITPR) system and Service Catalog. All new services will be added to the Featured

Services area of the SITSD Services Portal. This site also contains a Financial Tools Portal where agencies may obtain current budgets, past budgets, and SITSD invoices. The Self-Service area of this site offers helpful services including a link to obtain a temporary RSA token, password reset, and Multiple Device Management (MDM) information. The How To section of this site is externally facing and located outside of the firewall. The IT Dates to Watch application contains important dates and deadlines related to SITSD. All information regarding terms and conditions for SITSD services will be included in the Terms and Conditions portion of the SITSD Services Catalog.

Q: Mike Cochran: Can you add a link to the Service Desk Online, so we can review our tickets on this page?

A: Irv Vavruska: Yes.

Action Item: Mr. Vavruska will add a Service Desk Online link to the SITSD Services Portal.

Project Management Policy Review and Workgroup Update

Bill Jarocki updated the Council regarding SMAPMW's review of the Project Management Policy. The workgroup added value by clarifying definitions within the policy. Workgroup members provided extensive comment regarding this policy, which were addressed by Mr. Baldwin during the July 19, 2017 SMPMAW meeting. The workgroup is satisfied with this policy and recommends its approval by the ITMC. The SMPMAW has also worked to incorporate documents and templates from the previous Project Management Office Advisory Group (PMOAG) into the Project Management Office (PMO) SharePoint to allow state project managers to access this information. The SMPMAW will merge its efforts with the Montana Chapter of the Project Management Institute (PMI). A working meeting with PMI will take place immediately following the SMPMAW meeting, beginning in September 2017. This will allow Project Management professionals within state government and the public sector to meet on a regular basis to advance the cause of project management in the State of Montana.

Mr. Baldwin requested ITMC members review the Project Management policy and provide feedback.

Action Item: The ITMC will review member comments regarding the Project Management policy during the September 6, 2017 ITMC meeting.

Q: Mr. Germaine: This policy references the Montana Code Annotated (MCA) definition of IT. Will the MCA definition be utilized to identify if a project is IT and falls under the scope of this policy?

A: Mr. Jarocki: The definition of IT projects listed in this policy will be used to determine if a project should be classified as IT.

Mr. Baldwin stated further clarification regarding classification of IT projects can be found in the Legislative Finance Committee (LFC) Requirements portion of the Project Management Policy. If ambiguity remains regarding the appropriate designation for projects, further clarification may be provided by the State CIO and the LFC.

Voice over Internet Protocol (VoIP) Update

Mr. Van Syckle provided a brief update regarding VoIP. Several building switches required updating to Power Over Ethernet (POE) and Uninterrupted Power Supply (UPS) requirements before VoIP deployment could occur. These upgrades have been completed for the Mitchell and Walt Sullivan buildings, three Office of Public Instruction (OPI) buildings, the main Fish, Wildlife, and Parks (FWP) location, and the Department of Natural Resources and Conservation (DNRC) Water Resource building. Upcoming VoIP activity for the Month of August 2017 entails UPS upgrades to the Lee Metcalf and POE upgrades to the Colonial, Old IBM, Secretary of State Records Management, and Capitol buildings, as well as the executive residence. POE upgrades for the Capitol building will be completed over maintenance weekend but VoIP phone roll out will not take place in this location until December 2017. Network connectivity will be validated once these upgrades are complete. Training videos for VoIP have been posted to the SITSD Services Portal located at <https://sitsd.mt.gov/Services-Support/VoIP-Information>. Train the Trainer sessions will be scheduled to assist in VoIP rollout.

Mr. Bottenfield recommended agencies access online VoIP training videos prior to rollout to increase ease of implementation.

Action Item: Mr. Van Syckle will post the VoIP rollout schedule to the ITMC website.

Mr. Van Syckle reviewed recent activities regarding the Contact Center. The current Contact Center licensing

has been upgraded to facilitate transition to the new system. This will aid SITSD's ability to control cost. The SITSD Service Desk is the first group to implement the new Contact Center.

Wide Area Network (WAN) Circuit Passthrough Update

Mr. Van Syckle reviewed the WAN Circuit Passthrough. Several agencies raised concerns regarding previously budgeted WAN upgrades. SITSD will honor all budgeted upgrades as part of this change. Agencies who were unable to complete upgrades prior to finalization of the WAN decision brief should contact Mr. Van Syckle at mvansyckle@mt.gov. These requests will be combined with the decision brief into a project to provide transparency regarding WAN upgrades. Legacy circuit technologies and previously budgeted upgrades will be the primary focus for this project. Certain sites may be chosen for upgrade due to incentives provided by telecommunication providers. Regional based upgrades will be performed to decrease the cost for circuit upgrades. The current transport contract ends in February 2018. This will necessitate a pause in upgrades to perform a Request for Procurement (RFP) and transition to the new contract. Agency specific questions should be directed to Mr. Van Syckle at mvansyckle@mt.gov.

Action Item: Mr. Van Syckle will provide an overview of the WAN project plan and key contract dates during the September 6, 2017 ITMC meeting.

Anti-Virus (AV) Augmentation Update

Mr. Frohlich stated SentinelOne has been identified by the Best Practices Workgroup to provide AV Augmentation. Licenses for ESET and SOPHOS for Linux servers. Users are encouraged to move to SOPHOS for Linux servers and install SentinelOne for AV Augmentation. SentinelOne provided a demo to showcase multitenancy and future capabilities. SentinelOne is being moved back to augmentation due to current performance restrictions. The service is not currently equipped for enterprise level deployment. SITSD will cover the cost of licensing for all servers for ESET and SOPHOS.

Action Item: Mr. Frohlich will post a summary of information regarding SentinelOne plans and dates to the ITMC website.

eGov Update

Mr. Baldwin informed the council that he and Sky Schaffer from the Department of Justice (DOJ) will co-lead the eGov project going forward. The State of Texas has shared their RFP for eGov. This information will be reviewed and considered as the next generation eGov contract for the State of Montana is developed. Mr. Baldwin invited ITMC members and enterprise representatives to join the eGov workgroup to develop a plan and framework for an eGov RFP.

Action Item: CIO Support Staff will e-mail the ITMC to solicit volunteers for participation in the eGov workgroup.

Action Item: CIO Support Staff will schedule the initial eGov workgroup meeting.

Montana Information Security Advisory Council (MT-ISAC) Update

Mr. Frohlich stated the next MT-ISAC meeting will be held September 13, 2017. The MT-ISAC meeting for August has been cancelled. The Best Practices Workgroup will meet on August 2, 2017 and September 6, 2017.

Names for the new MT-ISAC council have been submitted to the Governor's Office. Major General Matthew Quinn has been appointed by the Governor as the new chair of the MT-ISAC. The Governor has recommended MT-ISAC council representation be broadened to include more private industry sectors within the State of Montana, specifically critical infrastructure. The council's first role will be to establish goals and objectives for the next biennium and review the successes of the past council. Mr. Frohlich emphasized the importance of the Best Practices Workgroup as this will continue to be the focus for state government and its policies, standards, and guidelines. The Best Practices Workgroup is currently finalizing Media Protection and Personnel Security documents for review.

Enterprise IT Financial Workgroup (EITFW) Update

Erica Johnston provided an update regarding recent EITFW activities. The workgroup is currently focusing on

decision briefs regarding SITSD projects. Ms. Johnston voiced appreciation to SITSD and Mr. Van Syckle for facilitating discussion regarding the Network Upgrade project. SITSD has committed to transparency in this project and will provide regular updates to the EITFW.

Legacy Systems / End of Life Planning Update

Lynne Pizzini presented on behalf of Stuart Fuller. The workgroup has reviewed a proposed policy on System Lifecycle Development. This policy has been posted to the ITMC website for the council's review and is located at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>. Questions regarding this policy should be submitted to Ms. Pizzini at lpizzini@mt.gov. Please copy Mr. Fuller at sfuller@mt.gov for any questions regarding this policy.

Action Item: CIO Support Staff will add the System Lifecycle Development policy to ITMC agenda for approval during the September 6, 2017 meeting.

IT Convergence Update

Mr. Van Syckle stated IT Convergence is 90% complete and full conversion is projected for the end of 2017.

Enterprise Content Management (ECM) Workgroup Update

Judy Kelly presented an ECM workgroup update on behalf of Elle Arredondo. This workgroup has increased agency collaboration and efficiency while decreasing the margin of error for automated solutions in the Perceptive Content ECM systems. An outline of the OPI ECM solution can be located on the ITMC website at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>. Questions regarding this workgroup should be directed to Ms. Arredondo at earredondo@mt.gov.

Windows 10 Workgroup Update

Mr. Vavruska provided an update regarding the Windows 10 Workgroup. The workgroup conducted their first meeting, which included a presentation from Microsoft regarding future patching and updating for Windows 10. A reoccurring meeting has been scheduled for the second Tuesday of the month in Cogswell, Room 151 from 1:00 PM to 2:00 PM. The workgroup will leverage recommendations of the Best Practices Workgroup. The workgroup will work with all agencies to develop a method to deploy the recommendations for the Best Practices Workgroup. Individuals wishing to participate in the Windows 10 Workgroup should contact Mr. Vavruska at ivavruska@mt.gov.

Discussion

Member Forum

None.

Public Comment

None.

Future Agenda Topics

Future agenda items may be submitted to Mr. Germaine at kgermaine@mt.gov or Ms. Riley at ariley@mt.gov.

Next Meeting

September 6, 2017
8:30 AM to 10:30 AM
Capitol Building, Room 152

Adjournment

The meeting adjourned at 9:58 AM.